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Who we are

Boomtown is a product support platform that makes it simple to sell, activate, and service technology products that are used by real-world businesses. It enables organisations to deliver simple, predictive, and personal experiences at scale through its intelligent platform, powered by the Relay Technology Index, the most comprehensive global index of business technology currently available. Combining a universal technology dictionary with curated knowledge and insights from millions of support interactions, it uses artificial intelligence and bots to distil and deliver this knowledge in concise and digestible conversational responses to your agents or directly to customers.

Our advantage

The Boomtown Platform provides sales, success, and support teams the knowledge to deliver exceptional customer experiences.

Key benefits include:

- More efficient agents: With a single Smart Inbox, an integrated knowledge base and seamless collaboration, your team is more efficient and can focus on customers instead of multiple and disconnected workflows.
- Reduced call volume: Through more efficient support channels, cross-organisation ticket sharing, and FAQ automation, your organisation can experience a drastic decrease in daily volume.
- Happier customers: Faster responses, consistent quality, and flexible communication channels lead to a better support experience and higher customer satisfaction.

How does our solution work?

Boomtown brings all your customer conversations into one place, automates the common questions and empowers your agents with knowledge and collaboration tools to solve complex issues quickly. Your agents can easily work across teams, divisions, or even with external business partners and vendors in your ecosystem to quickly solve multi-party customer problems.

Boomtown uses modern technologies such as machine learning and conversational automation to make it effortless for your customers to get help via their preferred communication channels and equip your agents with the context they need to deliver consistently engaging service through every customer journey.

What are people saying?

“Our success lies in providing world class service to our customers. The knowledge base and self-service options allow us to take our support to the next level.”

- Osama Naseer, Paysafe

Boomtown gives us the ability to deliver high-quality services to our customers around the country, whether it's same-day break-fix, a new store install, or a national rollout.”

- CEO, Spendgo

“Boomtown has been critical in helping us scale up our support efforts while providing the best customer experience. By streamlining installations and new customer trainings, we can get our customers started faster on talech.”

- Head of Operations, Talech

